



RACHNA SINGH

Sector-5, Plot No-72, House No-203, Vaishali, Ghaziabad

Cell: 9213564908 | Email: rachnasingh846@gmail.com

OPERATIONS HEAD

Dynamic and results-driven professional with over 22 years of comprehensive experience in managing and leading operations within the healthcare and hospitality sectors. Proven expertise in streamlining processes, enhancing operational efficiency, and leading cross-functional teams to achieve organizational objectives. Adept at strategic planning, policy formulation, and ensuring compliance with industry standards.

CORE COMPETENCIES

- **Strategic Operations Management:** Expertise in developing and implementing operational strategies that align with organizational goals, ensuring efficiency and effectiveness.
 - **Process Improvement:** Skilled in streamlining processes to enhance productivity and reduce costs, employing methodologies such as Lean and Six Sigma.
 - **Team Leadership:** Proficient in managing and mentoring teams to achieve high performance levels, fostering a culture of excellence and accountability.
 - **Regulatory Compliance:** In-depth knowledge of industry regulations and standards, ensuring organizational adherence and quality assurance.
 - **Budget Management:** Experienced in overseeing expenses and budgeting to optimize costs and benefits.
-

PROFESSIONAL EXPERIENCE

Dharamshila Narayana Superspeciality Hospital

Sr. Manager Housekeeping

March 2016 – Present

- Developed and implemented housekeeping policies and procedures, aligning with infection control guidelines.
- Managed uniform and linen departments, overseeing stock inventory of linen and housekeeping consumables.
- Directed performance of housekeeping staff, including recruitment, training, and development.
- Led housekeeping operations, ensuring appropriate and safe use of chemicals and cleaning supplies.
- Actively involved in NABH assessments, maintaining records and standards as per accreditation requirements.
- Successfully handled 12-13 NABH audits independently.

Cygnus Medicare

Corporate Manager Housekeeping

January 2015 – December 2015

- Oversaw housekeeping, Food & Beverage (F&B), and Front Office operations across multiple facilities.
- Developed and implemented cleaning protocols in line with infection control guidelines.
- Managed stock inventory and procurement of housekeeping consumables.
- Conducted staff training programs, enhancing service quality and operational efficiency.

Panacea Newrise Hospital, Gurgaon

Manager Housekeeping

May 2013 – December 2013

- Established housekeeping policies and procedures, ensuring high standards of cleanliness and safety.
- Led a team of housekeeping staff, focusing on performance improvement and professional development.
- Coordinated with other departments to support overall hospital operations.

Ministry of Health, India – Dr. RML Hospital, New Delhi

Manager Housekeeping

August 2010 – August 2012

- Managed housekeeping operations, maintaining high standards of hygiene and safety.
- Implemented training modules and schedules for staff, promoting continuous improvement.
- Ensured compliance with hospital policies and procedures, contributing to quality patient care.

Pushpanjali Crosslay Hospital, Ghaziabad

Manager Housekeeping

May 2008 – July 2010

- Directed housekeeping services, ensuring a clean and safe environment for patients and staff.
- Managed inventory and procurement of cleaning supplies and equipment.

- Conducted regular inspections and audits to maintain quality standards.

Max Super Specialty Hospital, Saket, New Delhi

Team Leader, Housekeeping Department

July 2006 – May 2008

- Supervised housekeeping staff, ensuring adherence to cleaning protocols and procedures.
- Assisted in developing training programs for new employees.
- Coordinated with other departments to address and resolve housekeeping-related issues.

Escorts Heart Institute & Research Center, New Delhi

Senior Supervisor, Housekeeping Department

January 2002 – June 2006

- Oversaw daily housekeeping operations, maintaining high standards of cleanliness.
- Managed staff schedules and assignments, optimizing workforce efficiency.
- Conducted performance evaluations and provided feedback for staff development.

HOTEL INTERCONTINENTAL, New Delhi

Housekeeping Supervisor

May 1998 – January 2002

- Supervised housekeeping staff, ensuring guest rooms and public areas were maintained to high standards.
- Monitored inventory levels of cleaning supplies and equipment.
- Addressed guest complaints and implemented corrective actions promptly.

MAJOR ACHIEVEMENTS

- Reorganized employee scheduling procedures, introducing a system that improved efficiency.
- Awarded "Employee of the Year" for exceptional cleaning and maintenance work practices.
- Successfully molded teams into efficient and skilled professionals, increasing involvement in internal activities.
- Independently handled multiple NABH audits, ensuring compliance and accreditation.
- Led process improvements resulting in significant cost savings and operational enhancements.

EDUCATION

Bachelor in Hotel Management

Indore Professional Studies Academy, Indore

Affiliated with Devi Ahilya Vishwavidyalaya (DAVV), Indore

SKILLS

- **Operational Management:** Extensive experience in overseeing and improving operations within healthcare and hospitality settings.
 - **Process Improvement:** Proficient in identifying areas for improvement and implementing effective solutions.
 - **Team Leadership:** Strong ability to lead, mentor, and develop teams to achieve organizational goals.
 - **Regulatory Compliance:** Knowledgeable in industry regulations, ensuring adherence and quality assurance.
 - **Budget Management:** Skilled in managing budgets, optimizing resource allocation, and reducing costs.
 - **Technical Proficiency:** Proficient in Microsoft Word, Excel, Access, PowerPoint, and internet applications.
-

STRENGTHS

- Hardworking and self-motivated with a strong sense of responsibility.
 - Enthusiastic about learning new things and adapting to changing environments.
 - Positive thinker with excellent organizational skills.
 - Punctual, disciplined, and flexible to work in any environment.
-

PERSONAL DETAILS

- **Name:** Mrs. Rachna Singh
- **Nationality** – Indian
- **Marital Status** – Married

